

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Working Together for Patient Satisfaction

The Consumer Assessment of Healthcare Providers and Systems (**CAHPS**) is a survey used to evaluate patient satisfaction. The CAHPS Survey is a vital tool in understanding the patient's perspective on their healthcare experience. **Please encourage your patients to complete the survey, so we can all better understand the needs of Molina members.** For your understanding, listed below are a few questions that are included within the survey around patient care.

Getting Needed Care

1. - In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

2. - In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

Getting Care Quickly

1. - In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? -

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

2. - In the last 6 months, how often did you get an appointment for a check- up routine care at a doctor's - office or clinic as soon as you needed? -

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

How Well Doctors Communicate

1. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

2. - In the last 6 months, how often did your personal doctor spend enough time with you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

For your reference, a CAHPS brochure, Tip Sheet and Provider Communication can be found at: www.molinahealthcare.com.